



Royal Mail Tracked Reporting

How to create a Delivery Statistics Report

RM Tracked Reporting – How to create a Delivery Statistics Report

As a Royal Mail Tracked customer, you have access to a Tracked Reporting tool via your OBA account, which provides you with a range of enhanced reports.

It allows you to view detailed management reports, as well as your Royal Mail Tracked parcel activity.

Logging in via OBA

You can view your reports via your OBA account which is accessed on www.royalmail.com.

- Scroll down & click on 'Royal Mail Tracked and Tracked Returns Reporting Tool'.
- Log in with your username & password.

The Delivery Statistics Report allows you to choose an account and the days you want to report on. This can help you to understand how items have got into your customers hands.

In addition, it provides information regarding how many items have been returned to you, helping you to identify if your customer databases are accurate.

To access your Delivery Statistics Report scroll down on the dashboard page and press the 'Delivery statistics reports' link towards the bottom of the page.

The report will appear below.

Home > Delivery statistics

Delivery statistics

SUBS

Home

Customer summary reports

Quality of service report

Sales order summary report

Tracked returns reports

Help

Customer account number

0178002001 - UK ROYAL MAIL

From

2

Sep

2015

To

18

Sep

2015

View Report

| Contract number | Total Items | Items collected from Enquiry Office | | Delivered first time | | RTS | | Items redelivered | |
|-----------------|-------------|-------------------------------------|------|----------------------|-------|------|------|-------------------|--------------|
| | | % | no | % | no | % | % | no | |
| 426039TN | 20072 | 48.46 | 9727 | 97.72 | 19615 | 0.02 | 0.03 | 6 | Excel report |

If you'd like to Export the report as an excel document press the ' Excel Report' link.
You will be prompted to Open or Save the document.

Delivery Statistics: Excel download

What does it mean?

Provides the summary that is shown on OBA

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Royal Mail

CUSTOMER DELIVERY STATISTICS

Start Date:02 September 2015

End Date:18 September 2015

Account Name:UK ROYAL MAIL - 0178002001

Items for inclusion in this dimensions report are calculated against the date of the customer posting.
Items can remain on hand for up to 18 days following the first delivery attempt, therefore the report is

| Contract Number | Total items | Items delivered 1st time | % delivered 1st time | Items collected from Enquiry office | % collected from Enquiry office | RTS items | % RTS |
|-----------------|-------------|--------------------------|----------------------|-------------------------------------|---------------------------------|-----------|-------|
| 426039TN | 20072 | 19615 | 97.72 | 9727 | 48.46 | 4 | 0.02 |

, then a breakdown of items collected from the Customer Service Point:

| Contract Number | Item Barcode | Posted Date | Senders Reference | Reason |
|-----------------|---------------|-------------|-------------------|----------------|
| 123456TN | FR000000001GB | 02/09/2015 | | Item Collected |
| 123456TN | FR000000002GB | 02/09/2015 | | Item Collected |
| 123456TN | FR000000003GB | 02/09/2015 | | Item Collected |
| 123456TN | FR000000004GB | 02/09/2015 | | Item Collected |
| 123456TN | FR000000005GB | 02/09/2015 | | Item Collected |
| 123456TN | FR000000006GB | 02/09/2015 | | Item Collected |
| 123456TN | FR000000007GB | 02/09/2015 | | Item Collected |
| 123456TN | FR000000008GB | 02/09/2015 | | Item Collected |
| 123456TN | FR000000009GB | 02/09/2015 | | Item Collected |

then those returned to sender:

| Contract Number | Item Barcode | Posted Date | Senders Reference | Reason |
|-----------------|---------------|-------------|-------------------|--|
| 123456TN | FR000000123GB | 08/09/2015 | | GONE AWAY - RETURN TO SENDER |
| 123456TN | FR000000172GB | 10/09/2015 | | Refused – Return to Sender |
| 123456TN | FR000000197GB | 20/09/2015 | | Return to Sender -Address Incomplete |
| 123456TN | FR000002564GB | 21/09/2015 | | Return to Sender – Retention Period Exceeded |

Top tips

- When return to sender is due to an incomplete address it may be down to the address capture method.
- Equally, gone-away could mean that your data is out of date, so it could help to check addresses with customers prior to confirming order delivery.